Information security guidelines

BD Biosciences workstations

1/2017

This document includes the following topics:

About this guide

Overview

This guide provides recommendations to customers regarding security on BD Biosciences workstations. This includes use of antivirus software, management of Microsoft® Windows® user account settings, firewall settings, and removable media guidelines.

This guide applies to BD Biosciences workstations running the Microsoft Windows 10 operating system (OS).

Who should read this guide

All IT system administrators of BD Biosciences instrument workstations should read this guide.

Guide contents

This guide describes:

- Our recommendations, responsibilities, warranty, and liability regarding the installation and maintenance of virus protection software and Windows security updates and hotfixes.
- Our policy on the setup and use of virus protection software on BD Biosciences workstations.
- Our policy on the management of Windows limited user account settings on BD Biosciences workstations.
- Our policy on the management of software firewall settings on BD Biosciences workstations.
- Our guidelines on the use and management of removable media on BD Biosciences workstations.

Where to store this guide

Store this guide near your BD Biosciences workstation for reference.

Software policies

Introduction

This topic describes BD Biosciences software policies concerning responsibility, warranty, and liability. It also explains the testing of the information security guidelines using virus protection software.

Responsibility, warranty, and liability

BD Biosciences delivers software and workstations that are intended for running the instruments supplied by BD Biosciences. It is your responsibility to ensure that all workstations are updated with approved Windows security updates and hotfixes. It is your responsibility to install and maintain Windows security updates and hotfixes.

BD Biosciences does not provide any warranty with respect to Windows security updates and hotfixes or their compatibility with BD Biosciences products, nor does BD Biosciences make any representation with respect to the workstation remaining virus-free after installation. BD Biosciences is not liable for any claims related to or resulting from failure to install and maintain Windows security.

BD Biosciences does not provide any warranty with respect to virus protection software or its compatibility with BD Biosciences products, nor does BD Biosciences make any representation with respect to the workstation remaining virus-free after installation. BD Biosciences is not liable for any claims related to or resulting from failure to install and maintain virus protection. It is your responsibility to ensure that all electronic files (including software and transport media) are virus-free. It is your responsibility to maintain up-to-date virus protection software.

Testing

The guidelines in this document are based on tests performed using Windows Defender virus protection software version 1.233.969.0. BD Biosciences cannot claim that future versions of Windows Defender virus protection software or virus protection software from other vendors will be compatible with these guidelines.

Virus protection software

Introduction

This topic provides general guidelines for BD Biosciences workstations running the Microsoft Windows 10 OS. Follow these guidelines to reduce the risk of impacting the performance and functionality of the BD Biosciences software.

Installation

Windows Defender is pre-installed and pre-configured on BD Biosciences workstations.

Scanning guidelines

- The virus protection software's directory scan is processor intensive and could adversely affect the performance of BD Biosciences software if run simultaneously. Exclude the following BD folders from on-access scanning for systems running on Windows 10.

Software	Files and folders
BD FACSChorus™ software v1.0 and later running on Windows 10	C:\Program Files\BD\FACSChorus C:\ProgramData\BD C:\Program Files\Microsoft SQL Server

Caution! BD Biosciences is not responsible for data corruption or loss if full-system scanning occurs while BD Biosciences software is running.

- To prevent unnecessary scanning by the on-access scanner, do not insert removable storage media or try to access information on such media while BD Biosciences software is running.

Virus detection

If the software detects a virus:

- Move all infected files to a quarantine folder.
- If BD Biosciences software becomes infected, reinstall it.
- Consult your IT department about whether to delete the infected files.

BD Biosciences software installation

- Before installing BD Biosciences software, temporarily disable virus protection software.
- Enable antivirus software after you have finished installing BD Biosciences software.

Virus protection software upgrades

Upgrading antivirus software might cause several changes in the configuration of the software and the exclusion list for the on-access scanner. We suggest that you verify that the recommended configuration settings and exclusion list have not been altered by the software upgrade.

Troubleshooting

If you follow these guidelines, but the performance and functionality of BD Biosciences software is still affected, contact your virus protection software vendor for additional software-specific guidelines.

Microsoft Windows update guidelines

Introduction

This topic describes how to manage Windows 10 updates and hotfixes on BD Biosciences workstations without affecting the performance or functionality of BD Biosciences software.

Before you begin

Contact your company's IT system administrator for the download and installation of Windows security updates and hotfixes on workstations.

Update and hotfixes policy

- Windows 10 initiates mandatory auto-updates (new features and security patches) when connected to the internet. A defer button instructs the system to defer updates for up to two major OS update releases before Microsoft OS support expires. If the OS is within two versions of the latest, critical patches are applied automatically, even if the defer button is enabled. Once the system is more than two OS versions out of date, it cannot load critical patches until it is upgraded to an OS within two releases of the latest version. The system continues to work even if the OS updates are expired and there is no Microsoft support.
- Your IT system administrator should test and approve the Windows security updates and hotfixes.

Microsoft Windows limited user account settings

Introduction

This topic describes how to manage the security permission settings for Windows limited user accounts. Your company's IT system administrator is responsible for ensuring that the Windows limited user accounts have full access permissions to the settings listed in these guidelines. Recommendations for tasks that should not be delegated to limited user accounts are listed.

Security permission

Windows limited user accounts must have full access to the following folders.

Software	Folders
BD FACSChorus software v1.0 and later running on Windows 10	C:\Program Files\BD\FACSChorus C:\ProgramData\BD C:\Program Files\Microsoft SQL Server

Software firewall, BitLocker encryption, and proxy settings

Introduction

This topic describes how to set the firewall exclusions and proxy settings for the workstation.

Software firewall settings

The workstations ship with the Windows Firewall on and pre-configured with the needed firewall exclusions.

Make sure that the FTP Server only communicates as Private through the windows firewall.

BitLocker encryption

The workstations are shipped with BitLocker drive encryption disabled. BD FACSChorus software was tested by enabling full-disk encryption with Microsoft BitLocker® version 2.0 for Windows 10. BD Biosciences cannot claim that future versions of BitLocker will be compatible with these guidelines.

Configuring the Proxy server

If the BD Biosciences workstation is connected to an internal network, and you are using a proxy server, instrument IP requests might get directed to the proxy server. To avoid this, configure exceptions for internal instrument IP addresses.

If you do not have your proxy server or the appropriate exception configured correctly, you might not be able to access the instrument from the application.

Make sure to configure the proxy server and the exceptions in Microsoft Internet Explorer®.

1. Enable Bypass server proxy for local addresses.
2. In the **Exceptions** field, enter the IP address of the internal instrument network, for example 192.168.*.*.

Removable media guidelines

Introduction

This topic describes BD Biosciences guidelines for the use of removable media.

Virus protection

Windows Defender is configured with on-access scanning and scheduled full-system scanning of all removable media. To prevent adverse performance of BD Biosciences software removable media, install removable media only when you are not running any BD Biosciences software.

User access restriction

BD Biosciences workstations require the use of one or more USB ports to connect to the instrument. Do not disable the USB ports on your BD Biosciences workstations.

If you want to restrict users from accessing removable media on BD Biosciences workstations, follow Microsoft's recommendations to prevent users from connecting to USB storage devices. Go to support.microsoft.com.

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